

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Markem Corporation

New Hampshire Manufacturing Extension Partnership

Team Facilitators Receive Training from New Hampshire Community Technical College and NHMEP

Client Profile:

Markem Corporation is one of the world's leading providers of intelligent product identification solutions. These include equipment, software, supplies and services to meet primary, case coding and pallet labeling applications for industries like food and beverage, pharmaceutical, personal care and electronics. They now have more than 1,300 employees worldwide and over 90 years of experience. Headquartered in Keene, New Hampshire, they have additional development and manufacturing facilities in San Diego, California; Nottingham, England; and Schoten, Belgium, with subsidiary companies, distributors and representatives in more than 50 countries. The Keene facility employs 500 people.

Situation:

Markem Corporation is now in their fourth year on a Lean Enterprise conversion. An important part of changing the culture of the company to one of constant continuous improvement is developing a group of people to enthusiastically learn, run teams, teach the tools, and drive daily improvement in all areas of the company. Once they identified a group of 18 dynamic people through out the Keene organization, the challenge was to bring them up to speed rapidly in both knowledge and hands-on Kaizen team experience.

Solution:

Markem Corporation partnered with the New Hampshire Community Technical College (NHCTC) and the New Hampshire Manufacturing Extension Partnership (NHMEP), a NIST MEP network affiliate, to deliver a Lean certificate program on-site, which consisted of three 4 credit classes with topics ranging from introduction to Lean principles, to key tools with hands-on projects focused on immediate improvement of Markem processes. NH MEP and NHCTC tailor made a program to meet the company's needs and taught it on site so that it would be ultra convenient for the students, thus accelerating Markem's ability to keep their continuous improvement process moving along. A mix of classroom and practical work was delivered by a variety of industry experts. As part of the certificate series the students were able to apply what they learned in the classroom immediately into their work environment because application days had been built right into the program. Janet Morse, Value Stream Quality Assurance at Markem, said, "The best part of the class is actually going out in the work environment and putting into place what we are learning in the classroom (real time). It is a great feeling of accomplishment, and the successes are magnified by the enthusiasm of the workers because they become part of the success of your class project."

Results:

www.mep.nist.gov



NIST is an agency of the U.S. Commerce Department's Technology Administration

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

- * Team reduced setup time from 23 minutes to 7 minutes and from 55 minutes to 12 minutes.
- * Successful completion of Lean certificate program.

Testimonial:

"This is the best example of a commitment to training I've ever experienced at Markem--it's not just the quantity of classes but the approach to weave in real-life Markem situations that ensures we truly grasp the concepts."

Mary Chase, Executive Secretary